



PSCINST 11101.1

SEP 4 2013

PERSONNEL SERVICE CENTER INSTRUCTION 11101.1

Subj: COAST GUARD HOUSING PROGRAM EFFECTIVENESS REVIEW AND SITE VISITS

Ref: (a) Coast Guard Housing Manual, COMDTINST M11101.13 (series)

1. **PURPOSE.** This instruction establishes procedures for assessing, reviewing, and measuring the effectiveness, compliance, and consistency of Coast Guard Housing Program execution.
2. **ACTION.** Coast Guard Personnel Service Center, Personnel Services Division (CG PSC-PSD) serves as the Technical Authority responsible for providing execution guidance and oversight on the management of the Coast Guard Housing Program to the Area Housing Authorities (AHA). AHAs shall ensure Area Housing Officers (AHO), Local Housing Authorities (LHA), and Local Housing Officers (LHO) within their area of responsibility comply with the provisions of this Instruction. Internet release is authorized.
3. **DIRECTIVES AFFECTED.** None.
4. **DISCUSSION.** CG-PSC-PSD Field Support Branch (fs) provides guidance, support and ensures compliance and consistency with the management execution of housing program policies and directives. Functional areas of the Coast Guard Housing Program include but are not limited to:
 - the administrative and maintenance management of Coast Guard owned housing;
 - the administrative management of leased housing;
 - the administrative management of Unaccompanied Personnel Housing (UPH); and
 - the annual Basic Allowance for Housing (BAH) data collection;

DISTRIBUTION – SDL No. 162

	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	v	w	x	y	z
A	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X		X					
B	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
C	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X		X	
D	X	X	X	X															X							X
E		X																		X						
F																										
G																										
H																										

NON-STANDARD DISTRIBUTION: None

Tasks and Objectives have been identified which impact the outcome of housing program activities within each functional area. The effectiveness of these functional areas will be measured using annual effectiveness reports completed throughout each fiscal year.

5. **POLICY.** Annual effectiveness reports will be completed using information and data gathered by these three assessment methods:
 - a. **Routine Daily Contact:** Those tasks with outcomes that can be measured for effectiveness through daily contact with AHOs or members of their staff. These measures are reported to the AHAs through monthly utilization and discrepancy reports prepared by CG PSC-PSD-fs.
 - b. **Self Assessment:** Those tasks with outcomes based on specific objectives that can be measured for effectiveness through cyclical web-based assessments completed by the AHOs.
 - c. **Site Visits:** On a triennial basis, members of the CG PSC-PSD-fs housing staff will conduct an on-site assessment visit at an AHO office, and/or at a field unit site with AHO participation, to review, evaluate and discuss housing program effectiveness appropriate with the results of routine daily contact and self assessment surveys. The on-site assessment visits will be collaborative in nature with a focus on assisting and increasing Coast Guard Housing Program effectiveness and standardization.
6. **PROCEDURES:** A schedule of self assessments and site visits will be published as a PSCNOTE and provided to AHAs not later than 31 August for the following fiscal year. Units will be notified by memo of pending site visits to include a sample of the on-site checklist and proposed attendees. Command in-briefs and/or out-briefs are recommended but will be done at the discretion of the host commands.
7. **DISTRIBUTION:** No paper distribution will be made of this Instruction. An electronic version will be located on the following PSC web site:
<http://www.uscg.mil/PSC/hra/pscinst.asp>.
8. **ENVIRONMENTAL ASPECT AND IMPACT CONSIDERATONS.** Environmental considerations were examined in the development of this Instruction and have been determined to not be applicable.
9. **FORMS/REPORTS.** Annual effectiveness reports will be completed by CG PSC-PSD-fs and provided to AHAs, the Director of Operational Logistics (DOL), Commander, Force Readiness Command (FORCECOM) and Commandant (CG-13) following the scheduled functional area assessment. Upon the completion of a site visit, CG PSC-PSD-fs will prepare a trip report which will be provided to PSC with a copy to the cognizant AHA, the DOL, FORCECOM and CG-13. Housing program tasks and objectives, by functional area, can be found at the PSC-PSD-fs Housing Portal located at: <https://cglink.uscg.mil/96a53cb5>.


D. R. CALLAHAN

Commander, Personnel Service Center